



THE UNITED STATES PATENT AND TRADEMARK OFFICE

2514
New 3623

In re Application of:

Haynes et al.

Serial No.: **09/474,643**

) Art Unit: **2514**

Filed: **December 29, 1999**

) Examiner: **Van Doren, Beth**

For: **System and Method for Eliminating an
Unnecessary Dispatch of a Service Technician**

Dee
Patents
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RESPONSE TO AN OFFICE ACTION

Assistant Commissioner for Patents
Washington, DC 20231

Sir:

Responsive to the Office action mailed May 8, 2002, please enter the following amendment. Please also reexamine and reconsider the application in view of this amendment and the appended remarks.

AMENDMENT

In the Claims

Please re-write the claims as follows.

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AUG 23 2002

GROUP 3600

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on *Aug 23, 2002*

Brenda O. Holmes
Brenda O. Holmes - Reg. No. 40,339